



January 31, 2014

To: Executive Board

Subject: **Performance Indicators Fiscal Year 2014 – 2nd Quarterly Report**

Recommendation

Receive and file the Performance Indicators Quarterly Report.

Summary

This performance indicators report provides an analysis of Foothill Transit's nine key indicators for the second quarter of fiscal year 2014. Data is collected from a variety of sources such as the fareboxes on buses, contractor reported data, and financial performance data.

From September to December 2013, Foothill Transit met six of nine key performance indicators. The indicators met for the quarter are: preventable accidents per 100,000 miles; average hold time; miles between service interruptions; boardings per vehicle service hour; average cost per vehicle service hour; and farebox recovery ratio. Average weekday boardings were four percent short of the performance target.

Work will continue to improve schedule adherence and the number of complaints per 100,000 boardings.

Below is a summary of system performance. Further detail on the performance measures below can be found in the analysis section of this item.

- **Boardings** – Overall boardings recorded by the farebox for December 2013 was 1,094,791 boardings – a four percent increase over December 2012 ridership.
- **Fare Revenue** – Total fare revenue for December 2013 was \$1,370,565. The average fare was \$1.25 per boarding.
- **Operating Expenses** – Total operating expenses for December 2013 were \$5,605,797, resulting in an average cost per service hour of \$95.46. Total operating expenditures are five percent higher compared to December 2012 figures.



- **Accidents** – There were five preventable accidents recorded in December 2013 for a monthly average of 0.44 preventable accidents per 100,000 miles. This is a 64 percent improvement from December 2012.
- **Customer Complaints** – Foothill Transit received 16.44 complaints per 100,000 boardings for December. This exceeds the target of 10.25 complaints per 100,000 boardings set for this fiscal year.
- **Schedule Adherence** – In December 2013, 80.5 percent of all trips recorded arrived on time. This is a 14 percent improvement from December 2012.

Analysis

In order to accomplish its mission, Foothill Transit focuses on the following goals:

- 1) Operate a safe transit system.
- 2) Provide outstanding customer service.
- 3) Operate an effective transit system.
- 4) Operate an efficient transit system.

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving these goals for fiscal year 2014.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and total operating expenses incurred throughout the quarter.

Attachments A1 and A2 include a summary of system goals and their respective performance indicators. Attachment L provides further operations-related performance measures.

Total Boardings and Total Revenues

In December 2013, Foothill Transit buses carried 1.1 million boardings. Fiscal year to date, boardings have increased three percent over the previous year for a total of 7.2 million boardings. Ridership on the Silver Streak is up 20 percent over the last fiscal year, demonstrating the continued success of the Silver2Silver program. Lines 289, 497, and 699 are also carrying significantly more boardings than last fiscal year (14%, 16% and 18% increases, respectively).

The total recorded fare revenue in December 2013 was \$1.4 million. Fiscal year to date, the agency has collected \$9 million in fare revenue, a four percent decrease compared to last year.



Attachment B shows total boardings and revenue for the past 12 months.

Goal 1: Operate a Safe Transit System

Foothill Transit's primary goal is to operate a safe transit system. The agency measures system safety with the number of preventable accidents incurred for every 100,000 miles of vehicle operation.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In December 2013 there were a total of five preventable accidents, for an average of 0.44 preventable accidents per 100,000 miles. Year to date there have been 0.50 accidents per 100,000 miles on the Foothill Transit system.

Attachment C provides a summary of preventable accidents per 100,000 miles.

Goal 2: Provide Outstanding Customer Service

Foothill Transit measures this goal by monitoring the following categories: complaints per 100,000 boardings; schedule adherence; average hold time; and average miles between service interruptions.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent schedule adherence for this fiscal year. In December 2013, the agency achieved an average of 80.5 percent on-time performance on all lines. While this remains below the performance target, this is also the best on-time performance achieved in the last 18 months.

Foothill Transit continues to use the SMART*Bus* system to monitor on-time performance. Quality Assurance staff have been closely monitoring the SMART*Bus* system and working with the operations contractors to ensure that bus service runs on schedule. In November 2013, the Planning team implemented new bus schedules that better match current traffic patterns, which contributed to the improvement in schedule adherence. The Planning team continues to analyze schedule adjustments to optimize on-time performance and have identified further schedule improvements. These schedule changes will be implemented in the spring of 2014.

Attachment D charts schedule adherence over the last 12 months.

Average Miles Between Service Interruptions

In December 2013, Foothill Transit averaged 17,611 miles between service interruptions. This is a four percent improvement over December 2012. This indicator not only measures the overall performance of First Transit's maintenance departments, but also reflects customer delays from mechanical service interruptions. Year to date,



Foothill Transit has averaged 15,267 miles between service interruptions, meeting the performance target of 15,000 miles between service interruptions).

Attachment E compares the average miles between service interruptions with our performance standard.

Complaints per 100,000 Boardings

In the second quarter of FY 2014, Foothill Transit received 16.29 complaints per 100,000 boardings. This is below the number of complaints received during the first quarter of FY 2014 (18.28), but remains above the performance target of 10.25 complaints per 100,000 boardings.

Of the 180 complaints received in December 2013, 59 percent were related to schedule adherence and 17 percent were related to courtesy. Foothill Transit's management team and service contractors continue to target both of these areas. In the second quarter of FY 2014, a Director of Customer Relations was hired to lead customer relations initiatives. As mentioned above, the schedule change implemented in November 2013 increased schedule adherence, and further progress is anticipated with the upcoming spring service change.

Attachment F provides a summary of complaints per 100,000 boardings.

Average Hold Time

Phone systems at our five Transit Stores and our administrative offices provide data on call volumes and times so that facilities can be staffed accordingly. The recorded average hold time of 18 seconds in December 2013 is well below the performance target of 45 seconds. In response to increasing call hold times in the first quarter of this fiscal year, the Veolia contractor has increased staffing and employee training to ensure that calls are answered in a timely manner. Foothill Transit's management team will continue to work closely with the Veolia team to improve customer service.

Attachment G provides a summary of average hold time.

Goal 3: Operate an Effective Transit System

Foothill Transit measures service effectiveness by monitoring boardings per vehicle service hour and average weekday boardings.

Boardings per Vehicle Service Hour

Foothill Transit buses averaged 20.4 boardings per vehicle service hour this quarter. This is above the fiscal year performance target of 19.1 but is slightly less than the same quarter last year (21.4 boardings per hour). The operation of six percent more service hours this quarter (as compared to the same quarter in FY 2013) has affected the indicator.



Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In December 2013, the agency averaged 43,554 boardings per weekday, which is below the fiscal year target of 49,250 boardings per weekday. However, this is a four percent increase over weekday boardings in December 2012. Year to date, Foothill Transit buses average 47,525 weekday boardings, a three percent increase over the last year.

Attachment I, Average Weekday Boardings, shows the history of this indicator.

Goal 4: Operate an Efficient Transit System

Foothill Transit measures its overall efficient use of available resources by monitoring the average cost per vehicle service hour and farebox recovery ratio.

Farebox Recovery Ratio

The FY 2014 second quarter farebox recovery ratio was 26.55 percent. This is above the performance target of 25.83 percent, but is a nine percent decrease from the same quarter last year (29.11 percent). Fiscal year to date, farebox recovery is at 28.20 percent, a six percent decrease compared to last year (29.99 percent).

The farebox recovery ratio is calculated by dividing total revenue by total operating expense. Year to date, operating expenses have increased two percent over the last year, while fare revenue has decreased four percent. Ridership promotions such as the Silver2Silver and Class Pass pilot program have attracted increased ridership but have not added fare revenue. Monthly farebox recovery will show some improvement in coming months as Measure R funds to subsidize the Class Pass Pilot program are received.

Attachment J, Farebox Recovery Ratio, shows the trend for this indicator.

Average Cost per Vehicle Service Hour

The agency's average cost per vehicle service hour this quarter was \$92.36, which meets the fiscal year target of \$98.57. This reflects a five percent improvement compared to the previous year. Year to date, costs per vehicle service hour for FY 2014 are also four percent lower than in FY 2013.

This decrease in cost per service hour is due to increased service on the Silver Streak and other lines. To meet customer demand, Foothill Transit has increased the number of service hours by six percent year-to-date, while maintaining operating costs.

Attachment K, Average Cost per Vehicle Service Hour, charts this indicator.



Foothill Transit

Executive Board Meeting

Executive Board Meeting – 01/31/14
Performance Indicators Report - Second Quarter Fiscal Year 2014
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Sincerely,

A blue ink signature of Sarah Tseng, consisting of a large, stylized 'S' followed by a horizontal line and a small loop.

Sarah Tseng
Quality Assurance Analyst

A blue ink signature of Doran J. Barnes, featuring a large, stylized 'D' followed by a horizontal line and a small loop.

Doran J. Barnes
Executive Director

Attachment A1:
Foothill Transit Key Performance Indicators
December 2013

Goal	Performance indicator	Attachment	December 2013	Met target?	Same month last year	% improvement over same month last year	Performance target
Overall system performance	Total boardings	B	1,094,791	-	1,049,741	4%	
	Vehicle service hours		58,725	-	54,210	8%	
	Total fare revenue	B	\$1,370,565	-	\$1,585,514	(14%)	
	Total operating expense		\$5,605,797	-	\$5,357,879	(5%)	
Safety	Preventable accidents per 100,000 miles	C	0.44	Yes	1.22	64%	≤ 0.60
Customer service	Schedule adherence	D	80.5%	No	70.9%	14%	≥ 90%
	Miles between service interruptions	E	17,611	Yes	16,959	4%	≥ 15,000
	Complaints per 100,000 boardings	F	16.44	No	9.62	(71%)	≤ 10.25
	Average hold time (seconds)	G	18	Yes	42	57%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	18.6	No	19.4	(4%)	≥ 19.1
	Average weekday boardings	I	43,554	No	42,069	4%	≥ 49,250
Efficiency	Farebox recovery ratio	J	24.45%	No	29.59%	(17%)	≥ 25.83%
	Average cost per vehicle service hour	K	\$95.46	Yes	\$98.84	3%	≤ \$98.59

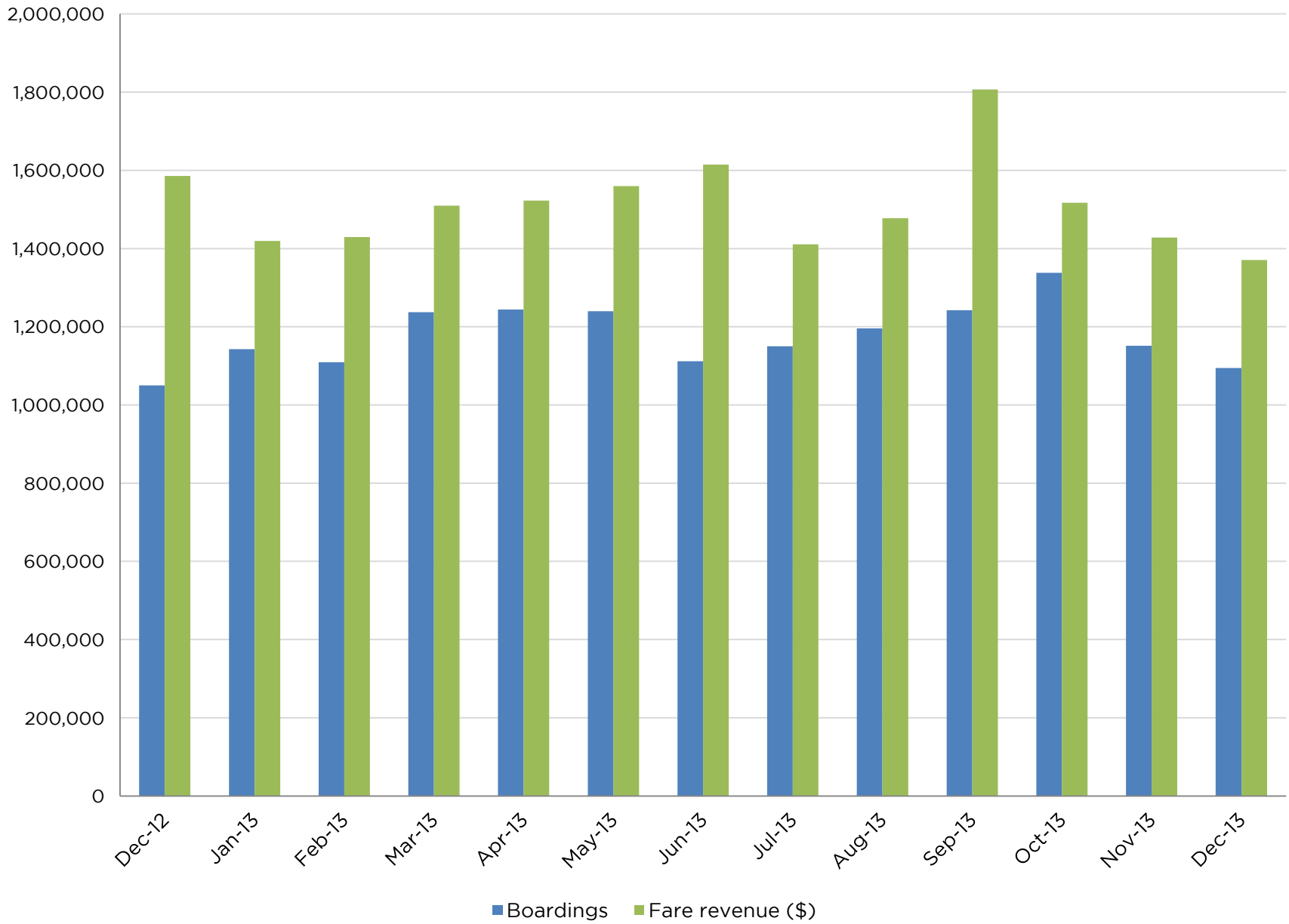
Red = did not meet target

Attachment A2:
Foothill Transit Key Performance Indicators
Second Quarter FY 2014

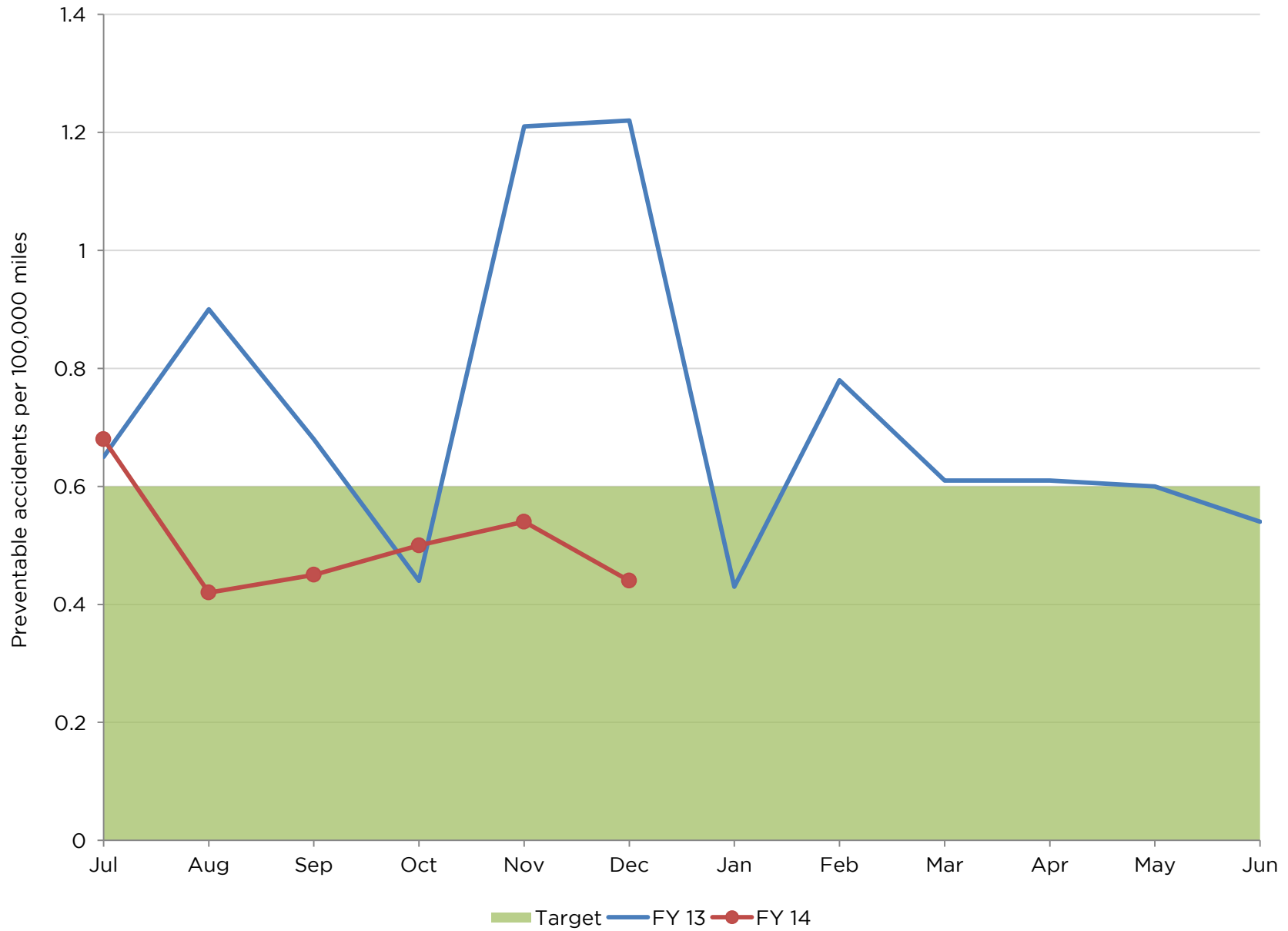
Goal	Performance indicator	Attachment	Q2 FY 2014	Met target?	Q2 FY 2013	% improvement over same quarter last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	3,584,385	-	3,542,085	1%	7,172,347	-	6,994,849	3%	
	Vehicle service hours		176,005	-	165,513	6%	350,933	-	330,028	6%	
	Total fare revenue	B	\$4,315,683	-	\$4,666,845	(8%)	\$9,027,271	-	\$9,387,312	(4%)	
	Total operating expense		\$16,255,059	-	\$16,033,971	(1%)	\$32,009,091	-	\$31,297,764	(2%)	
Safety	Preventable accidents per 100,000 miles	C	0.49	Yes	0.95	48%	0.50	Yes	0.85	41%	≤ 0.60
Customer service	Schedule adherence	D	76.3%	No	70.6%	8%	75.2%	No	72.5%	4%	≥ 90%
	Miles between service interruptions	E	15,934	Yes	17,349	(8%)	15,267	Yes	19,465	(22%)	≥ 15,000
	Complaints per 100,000 boardings	F	16.29	No	10.50	(55%)	17.29	No	13.52	(28%)	≤ 10.25
	Average hold time (seconds)	G	30	Yes	40	24%	44	Yes	41	(8%)	≤ 45
Effectiveness	Boardings per vehicle service hour	H	20.4	Yes	21.4	(5%)	20.4	Yes	21.2	(4%)	≥ 19.1
	Average weekday boardings	I	47,562	No	46,716	2%	47,525	No	46,321	3%	≥ 49,250
Efficiency	Farebox recovery ratio	J	26.55%	Yes	29.11%	(9%)	28.20%	Yes	29.99%	(6%)	≥ 25.83%
	Average cost per vehicle service hour	K	\$92.36	Yes	\$96.87	5%	\$91.21	Yes	\$94.83	4%	≤ \$98.59

Red = did not meet target

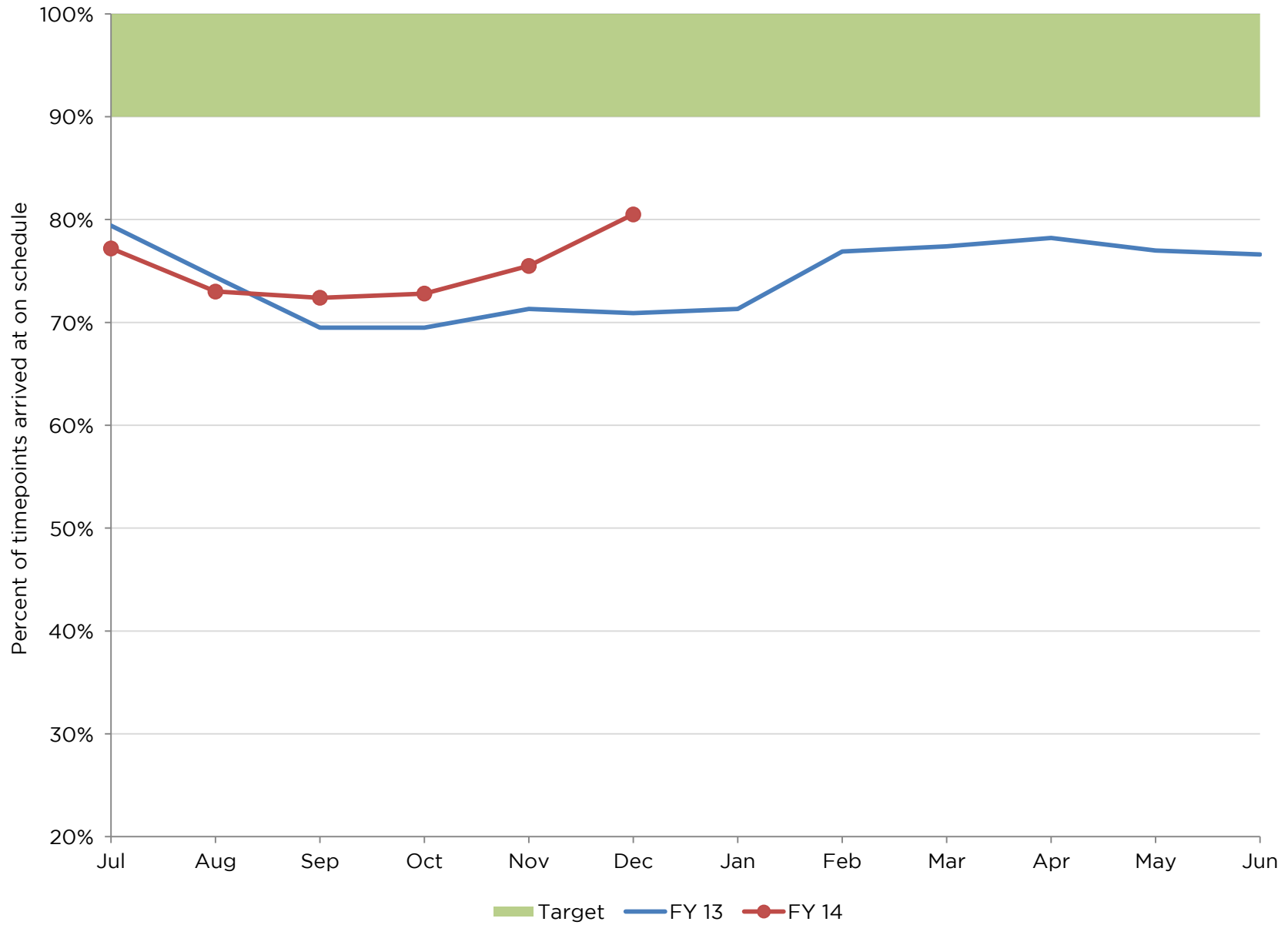
Attachment B: Total Boardings vs. Fare Revenue Foothill Transit FY 2013-14



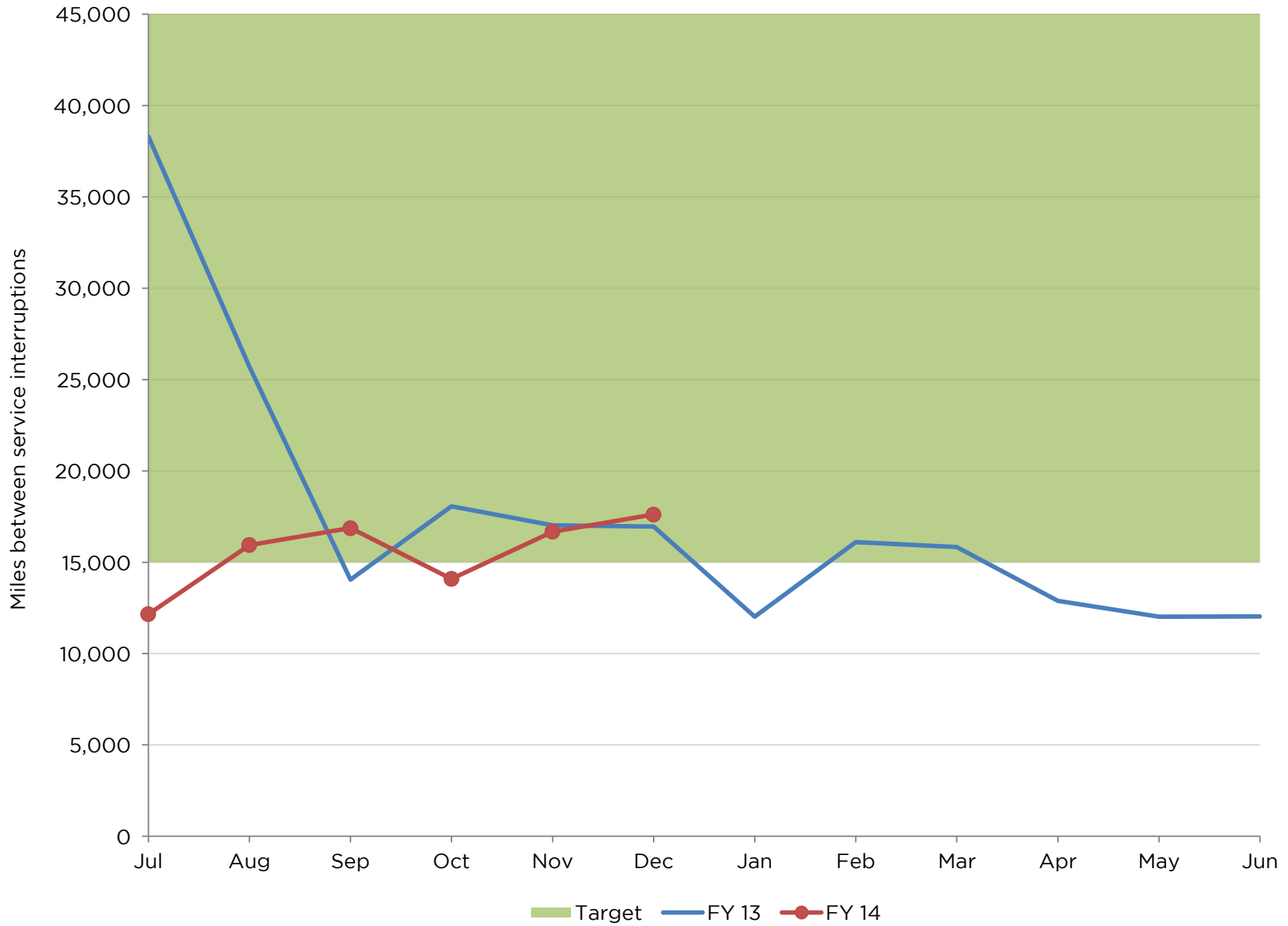
Attachment C: Preventable Accidents per 100,000 Miles
Foothill Transit FY 2013-14



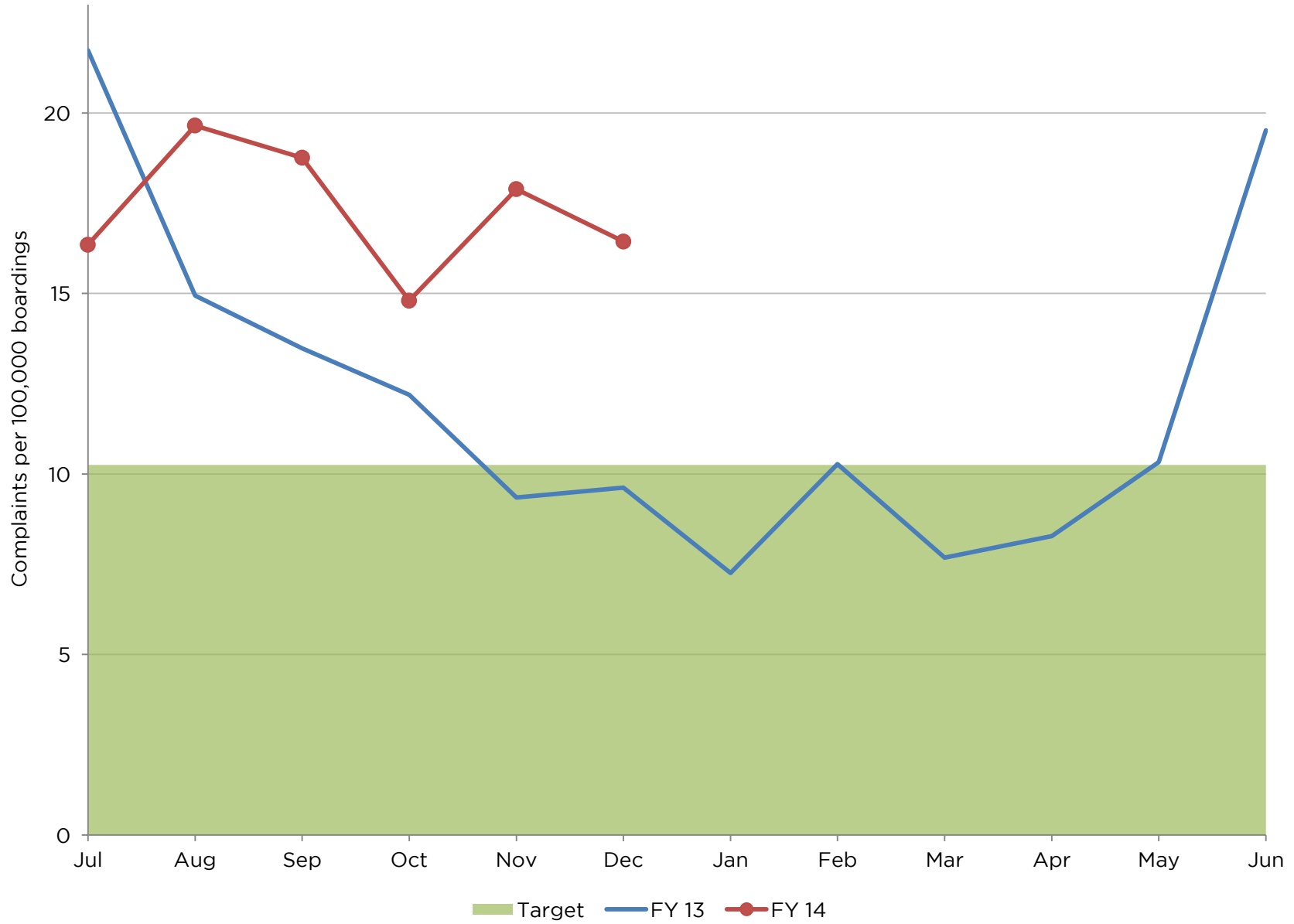
Attachment D: Schedule Adherence Foothill Transit FY 2013-14



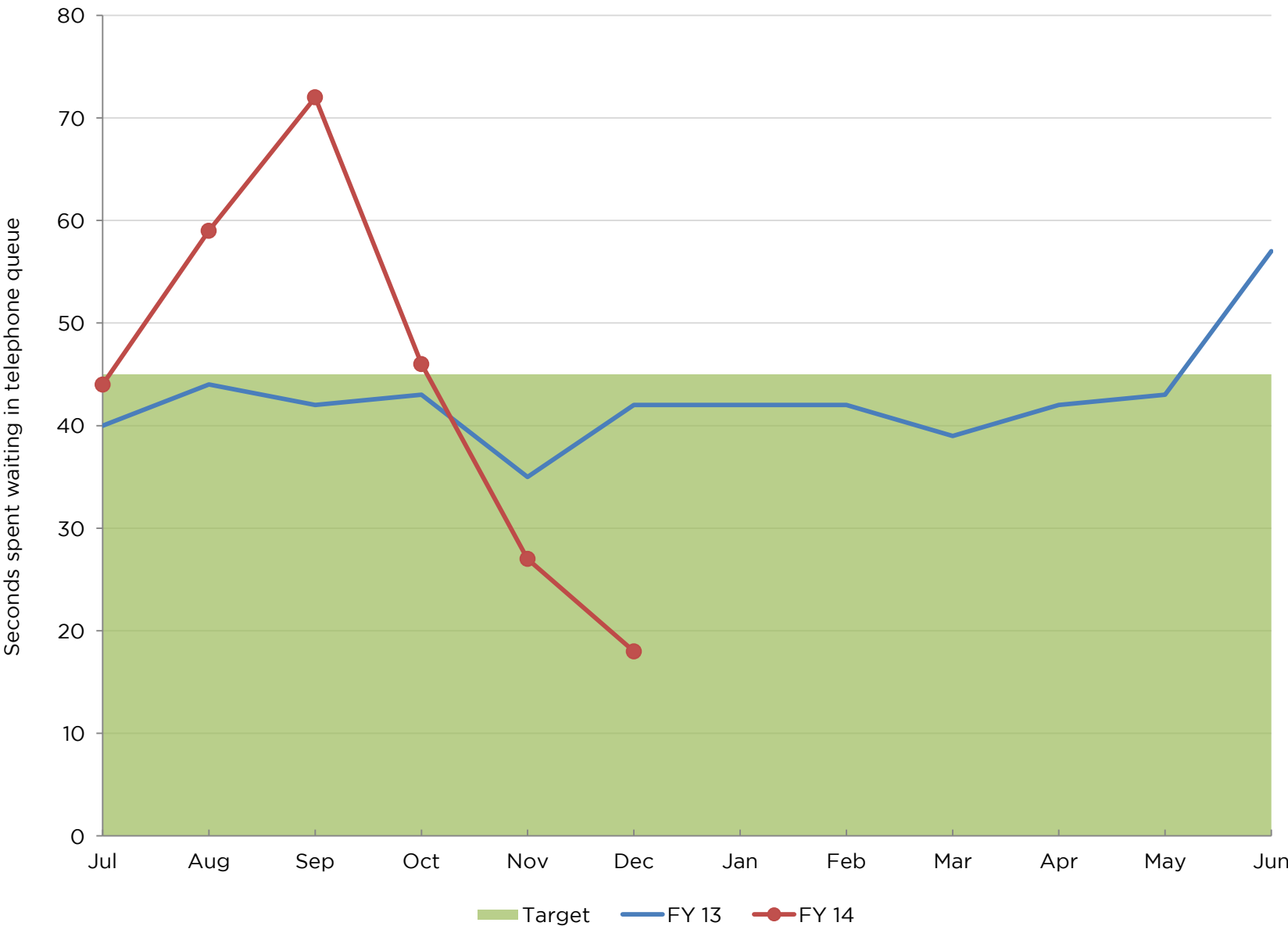
Attachment E: Average Miles Between Service Interruptions Foothill Transit FY 2013-14



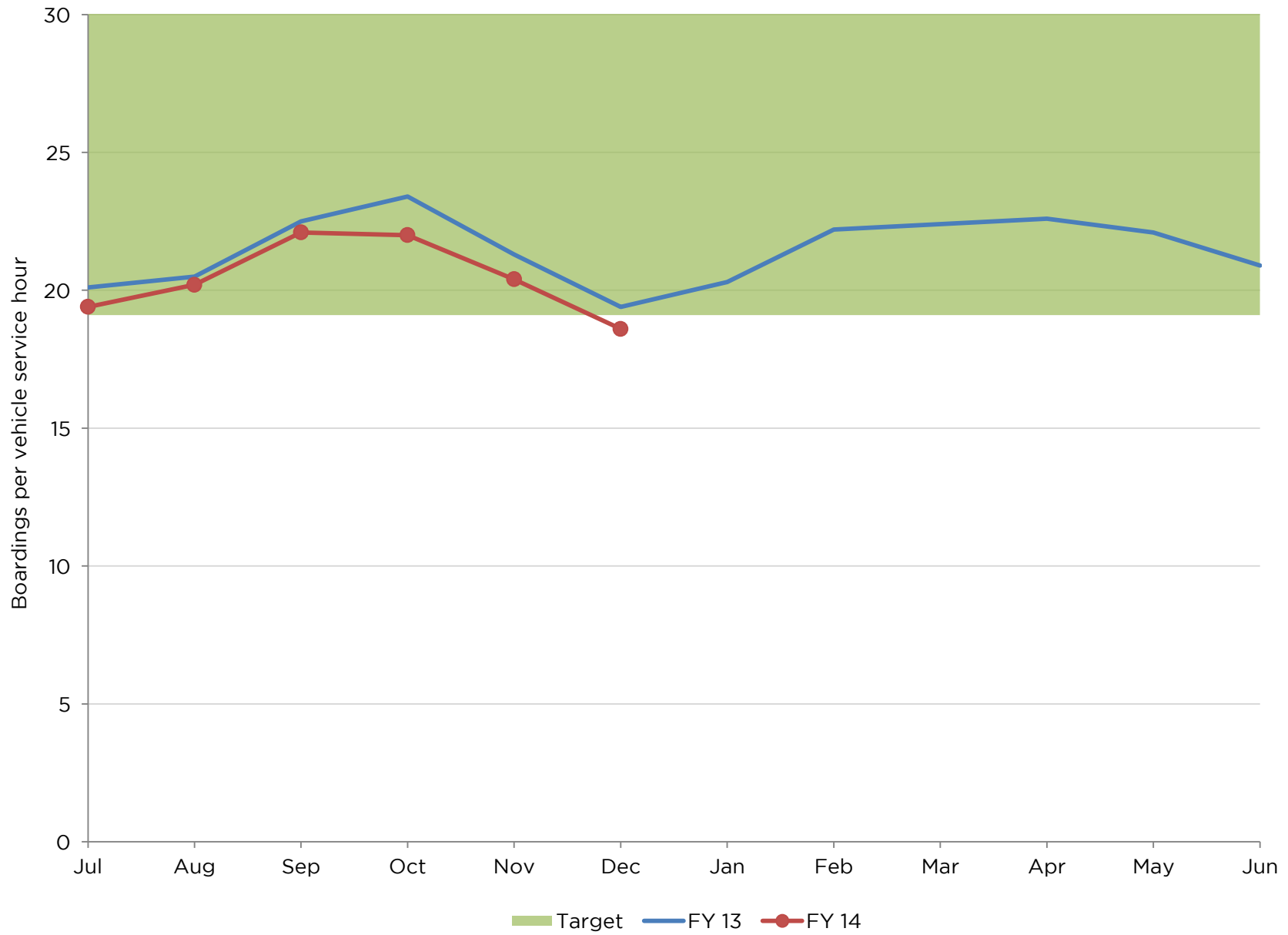
Attachment F: Complaints per 100,000 Boardings
Foothill Transit FY 2013-14



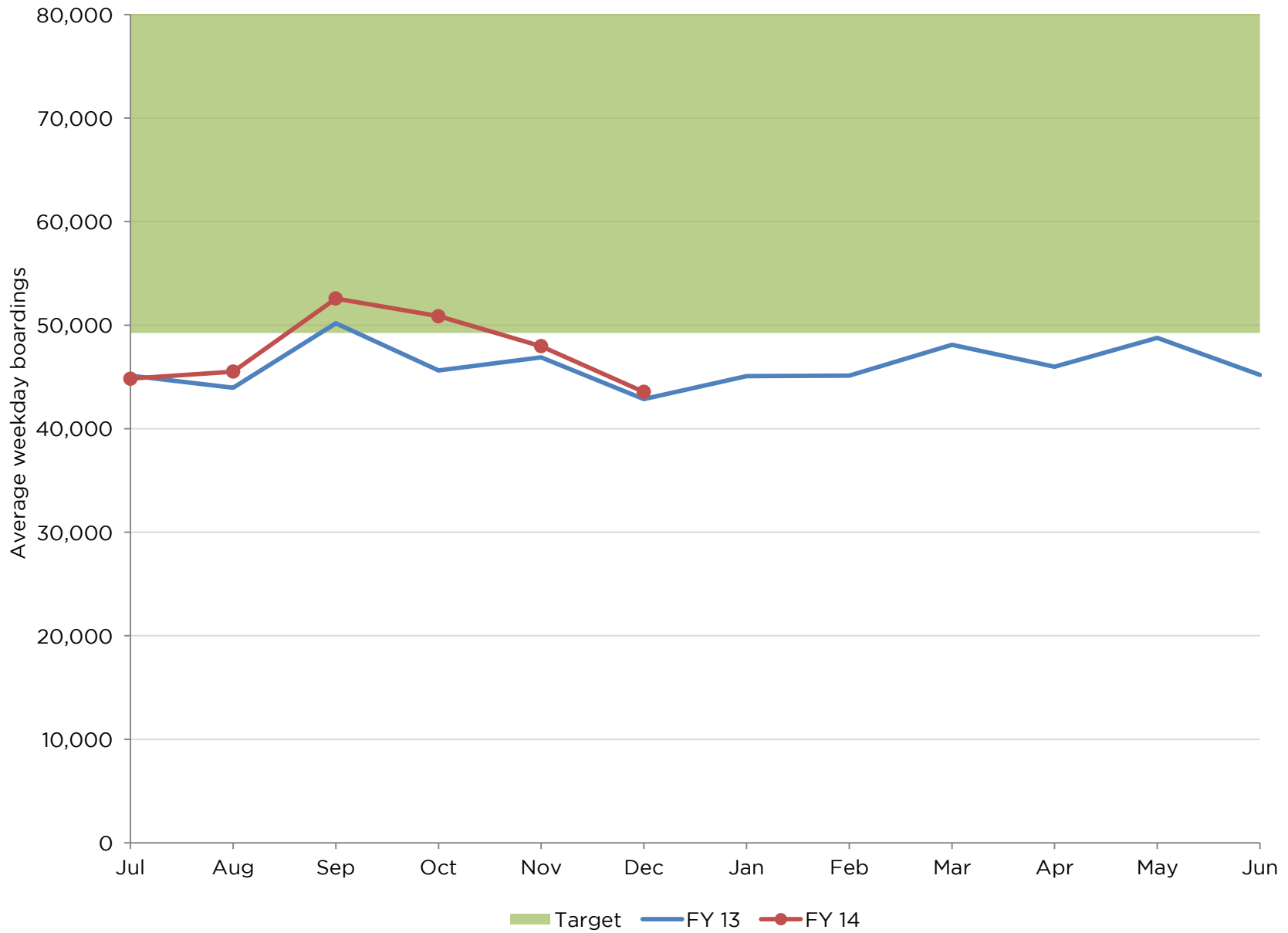
Attachment G: Average Hold Time
Foothill Transit FY 2013-14



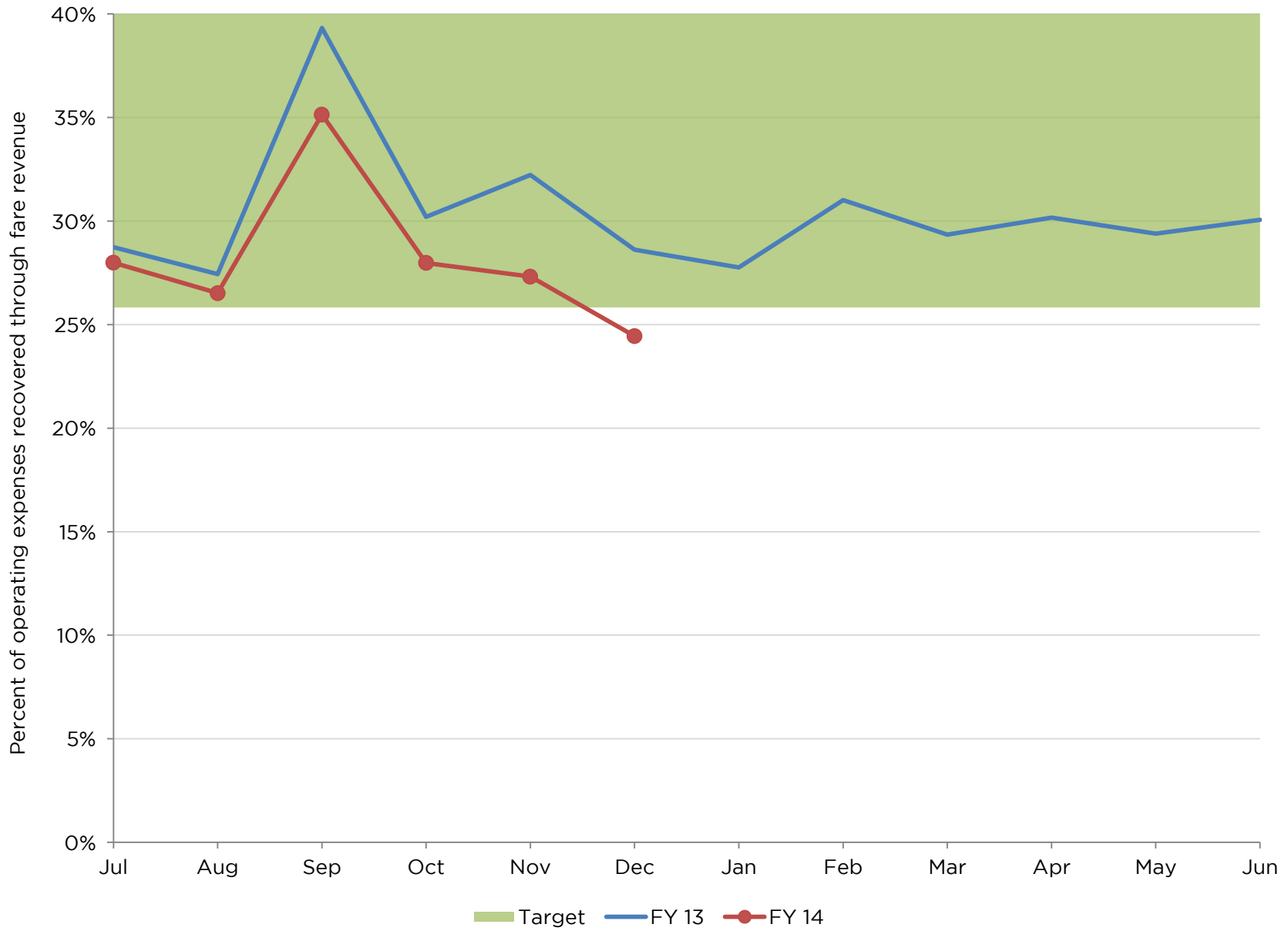
Attachment H: Boardings per Vehicle Service Hour Foothill Transit FY 2013-14



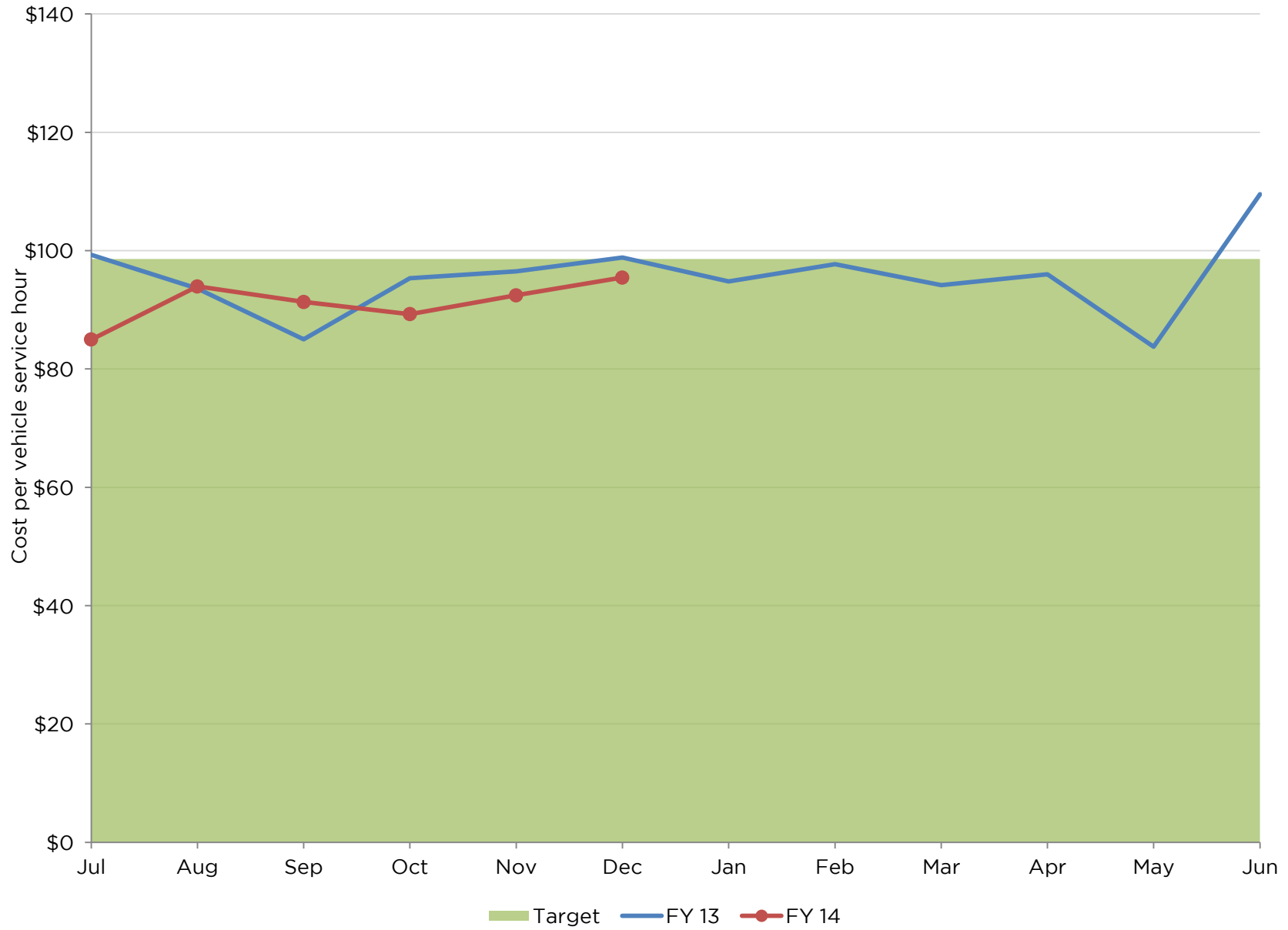
Attachment I: Average Weekday Boardings Foothill Transit FY 2013-14



Attachment J: Farebox Recovery Ratio Foothill Transit FY 2013-14



Attachment K: Average Cost per Vehicle Hour
Foothill Transit FY 2013-14



Attachment L:
Foothill Transit Operations Report
December 2013 & Second Quarter FY 2014

Performance indicator	December 2013	Met target?	Same month last year	% improvement over same month last year	Q2 FY 2014	Met target?	Q2 FY 2013	% improvement over same quarter last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Average fare per boarding	\$1.25	No	\$1.51	(17%)	\$1.20	No	\$1.32	(9%)	\$1.26	No	\$1.34	(6%)	≥ \$1.33
Average cost per boarding	\$5.12	Yes	\$5.10	(0%)	\$4.53	Yes	\$4.53	(0%)	\$4.46	Yes	\$4.47	0%	≤ \$5.16
Average subsidy per boarding	\$3.87	No	\$3.59	(8%)	\$3.33	Yes	\$3.21	(4%)	\$3.20	Yes	\$3.13	(2%)	≤ \$3.83
Total vehicle miles	1,144,686	-	1,068,433	7%	3,473,640	-	3,278,990	6%	6,946,263	-	6,482,004	7%	
Vehicle service miles	887,186	-	834,349	6%	2,652,656	-	2,543,753	4%	5,283,822	-	5,037,608	5%	
Total vehicle hours	78,913	-	70,243	12%	233,729	-	214,711	9%	464,069	-	425,270	9%	
In-service speed (mph)	15.1	-	15.4	(2%)	15.1	-	15.4	(2%)	15.1	-	15.3	(1%)	
Boardings per vehicle service mile	1.23	-	1.26	(2%)	1.35	-	1.39	(3%)	1.36	-	1.39	(2%)	

Red = did not meet target